



Quick Reference Guide	
Anthem Blue Cross and Blue Shield BadgerCare Plus and Medicaid Supplemental Security Income	
Topic	Resource
Provider Education Webinars General Provider Training Inquiries	https://www.carelonbehavioralhealth.com/providers/resources/trainings Provider.training@carelon.com
Customer Service	Please call the phone number on the back of the Member ID card or contact Provider Services: 1-855-558-1443, from 7 a.m. to 4 p.m. CT, Monday through Friday
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday
Claim Submission	<p>Please utilize the Availity portal, www.Availity.com or your existing clearinghouse.</p> <p>Mail paper claims to: Anthem Blue Cross and Blue Shield - Claims P.O. Box 61010 Virginia Beach, VA 23466-1010</p>
Claims Status Inquiry	<p>Please utilize the Availity portal at www.Availity.com. From the Availity home page, select Claims & Payments from the top navigation, then select Claims Status Inquiry from the drop-down menu.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt.</p> <p>Anthem Provider Services Phone: 1-855-558-1443, from 7 a.m. to 4 p.m. CT, Monday through Friday</p>
Claim Issue Resolution	<p>Claim Reconsideration (First level) appeals can be submitted:</p> <ul style="list-style-type: none"> Verbally by calling Provider Services at 1-855-558-1443, from 7 a.m. to 4 p.m. CT, Monday through Friday In writing to: Anthem Blue Cross and Blue Shield Claim Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599 Online at https://www.availity.com. From the Availity home page, select Claims & Payments from the top navigation. Select Claim Status Inquiry from the drop-down menu. Submit an inquiry and review the Claims Status Detail page.



	<p>If the claim is denied or final, there will be an option to dispute the claim. Select Dispute the Claim to begin this process. You will be redirected to the Payer site to complete the submission.</p> <p>If you have completed the steps above and the issue has not been resolved to your satisfaction, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday.</p>
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 7 a.m. to 7 p.m. CT, Monday through Friday
Notification/Precertification	Please call the phone number on the back of the Member ID card.
Eligibility & Benefits	<p>Verify eligibility through ForwardHealth or Anthem.</p> <p>ForwardHealth:</p> <ul style="list-style-type: none"> • WiCall automated voice response phone: 1-800-947-3544 Hours: 24 hours a day, 7 days a week • Website: www.forwardhealth.wi.gov <p>Anthem: Provider website: https://providers.anthem.com/WI (Select Login or Register to access the secure site.) Provider Services phone: 1-855-558-1443 Hours: Monday to Friday, 7 a.m. to 4 p.m. CT</p>
Credentialing/Recredentialing	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday
Provider Demographic Changes	All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's CAQH profile . When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 1-800-397-1630, from 7 a.m. to 7 p.m. CT, Monday through Friday to update your demographic information.
Provider Forms	https://providers.anthem.com/wisconsin-provider/resources/forms
Policies, Guidelines & Manuals	https://providers.anthem.com/wisconsin-provider/resources/manuals-and-guides
Claims Submission	https://providers.anthem.com/wisconsin-provider/claims
Provider Experience Associate	NetworkIntegration.WI@carelon.com